

Although the present invention has been described in detail, it should be understood that various changes, substitutions and alterations can be made hereto without departing from the spirit and scope of the invention as defined by the appended claims.

What is claimed is:

1. A system for processing response forms, comprising:

storage circuitry means for storing a group of questions associated with a client, a group code disposed on a particular response form comprising information identifying said particular response form with said client;

circuitry means for selecting a particular plurality of questions from said group of questions for inclusion on said particular response form, said group code further comprising information indicating which questions of said group comprise said particular plurality;

a group code reader for reading said group code from said particular response form;

a response scanner for reading responses associated with said particular plurality of questions from said particular response form; and

a processor means coupled to said group code reader, said response scanner and said storage circuitry means and operable to tabulate the responses responsive to the values of said group code and said responses.

2. The system of claim 1 wherein the group codes comprise bar codes and wherein said group code reader comprises a bar code reader.

3. The system of claim 1 and further comprising:

a printer for printing the response forms, the response forms each comprising a selected group code, a particular group of questions associated said selected group code and a particular group of response prompts associated with each question.

4. The system of claim 1 wherein said processor is further operable to output selected ones of said tabulated responses in a report, the system further comprising:

selection circuitry means coupled to said processor operable to receive input from a user such that the user may select said ones of said tabulated responses for a particular report.

5. The system of claim 4 and further comprising a printer coupled to said processor and operable to print said reports.

6. The system of claim 1 wherein said storage circuitry means is further operable to store said tabulated responses.

7. The system of claim 1 wherein the responses comprise handwritten marks at predetermined locations on the response forms and wherein said response scanner comprises an optical scanner operable to read said handwritten marks.

8. The system of claim 1 wherein the response forms comprise comment cards for soliciting comments from patrons of said client.

9. The system of claim 1 wherein said processor means comprises a personal computer.

10. A system for processing responses recorded on response forms, comprising:

storage circuitry means for storing a group of questions associated with a client, a group code associated with a particular response form comprising

information identifying said particular response form with said client;

circuitry means for selecting a particular plurality of questions from said group of questions for inclusion on said particular response form, said group code further comprising information indicating which questions of said group comprise said particular plurality;

a group code reader for reading said group code from said particular response form;

an optical scanner for reading responses from said particular response form;

a processor means coupled to said group code reader and said optical scanner and operable to tabulate the responses responsive to the values of said group code and the responses, said processor further operable to output selected ones of said tabulated responses in a report;

a printer for printing said particular response form, said particular response form comprising said group code, said particular plurality of questions associated said group code and a particular group of response prompts associated with each question of said particular plurality;

selection circuitry means coupled to said processor operable to receive input from a user such that the user may select particular ones of said tabulated responses for a particular report, said printer further operable to print said reports; and

said storage circuitry means coupled to said processor and further operable to store said tabulated responses.

11. The system of claim 10 wherein the responses comprise handwritten marks at predetermined locations on the response forms and wherein said optical scanner is operable to read said handwritten marks.

12. The system of claim 10 wherein said processor means comprises a personal computer.

13. A method for processing response forms, comprising the steps of:

selecting a plurality of questions from a group of questions;

assigning the selected plurality a particular group code;

printing a response form having the particular group code, the selected plurality of questions and response prompts associated with each of the selected plurality of questions;

reading the group code from the response form using a group code reader, the group codes indicating the presence of the selected plurality of questions on the response form;

reading responses from the response form using a response scanner; and

tabulating the responses using a processor coupled to the group code reader and the response scanner.

14. The method of claim 13 and further comprising the step of storing the tabulated responses in a storage system coupled to the processor.

15. The method of claim 13 and further comprising the steps of:

organizing selected ones of the tabulated responses in a report; and

printing the report.

16. The method of claim 13 wherein said step of reading responses comprises the step of reading handwritten marks from predetermined locations on the response forms using an optical scanner.